



A Guide to Paying Your Bill Initial Billing and Help from Your Insurance Company

When you buy a plan through Maryland Health Connection, you will receive a bill and/or instructions for paying your bill from the insurance company you chose.

It is important to pay your first premium immediately. Your coverage will not start until the insurance company you chose receives your first premium payment in full.

Once your payment is received by the insurance company, they will mail you a member ID card. You can obtain services once the premium is paid, regardless of whether you have received a member ID card.

You should pay your bill by the first day of the month you have coverage. Your insurance company may cancel your plan if you are late making payments.

Please see below for specific payment instructions for your insurance company and contact information for how to get help with questions. If you have additional questions, call Maryland Health Connection's consumer support center at 1-855-642-8572 (TTY 1-855-642-8573).

CareFirst BlueCross BlueShield

CareFirst will send you a bill within two business days of receiving the completed application from Maryland Health Connection. The bill will contain instructions for you to pay via an online portal or through the mail. Submit your payment as soon as possible to receive an ID card.

Call 855-444-3121 to complete payment **by the first of the month**. Your plan may be canceled if payment is not received by the 7th of the month.

If you need to...	Call...
Check the status of your application	1-855-444-3119
Visit the doctor but haven't received your ID card (and you haven't yet paid your first month's premium)	1-855-444-3119
Received an invoice and now need to make a payment to finalize your enrollment so that you can receive your ID card	1-855-444-3121
Visit the doctor but haven't received your ID card (and you have paid your first month's premium)	1-855-444-3121



Cigna Health and Life Insurance Company

There are several ways to pay your bill. Whether you pay by mail, phone, or electronically, you can always access your bill online. You can view up to 12 months of bills, review your payment status and history, and enroll in automatic payments at myCigna.com.

Transaction	Payment Accepted
Initial Payment	Credit Card, EFT, Paper Check
Subsequent Payment	EFT, Paper Check
Phone	877-900-1237
Payment Mailing Address	P.O. BOX 105551 Atlanta, Ga 30348
Correspondence Mailing Address	P.O. BOX 30028 Tampa, FL 33630

Evergreen Health Cooperative

Evergreen Health will mail your first bill within a few days of receiving your enrollment from Maryland Health Connection. Please review this first bill to make sure that all of your information is correct. If anything needs to be corrected, please contact member services at 1-855-475-0990.

If everything on the bill looks correct, please submit your first payment upon receipt. The fastest way to submit your payment is through the Member Portal at evergreenmd.org or by calling member services at 1-855-475-0990. Once your payment has been successfully received, your ID card will be mailed and be available on the member portal in two or three business days.

Please call member services at 1-855-475-0990 if you need any additional assistance.

Kaiser Permanente

Invoices are generally mailed within 3-5 days of receipt of enrollment through Maryland Health Connection. The invoice will include premium amount, due date and instructions for how to pay your premium.

We accept payments by check, money order and online.

- **Online** — Please log in at kp.org/paypremium to access a secure payment portal and submit your initial payment. You can submit payment for yourself or on behalf of a subscriber with: 1. Last name of the subscriber; 2. Account Number from payment coupon; and Invoice Number from payment coupon
- **Mail** — You may mail your initial payment with the attached coupon stub in the envelope provided. By sending your check, please be aware that you are authorizing Kaiser Permanente to make a one-time electronic debit from your account at the financial institution indicated on your check and/or coupon stub. This electronic debit will be for the amount of your check; no additional amount will be added.

Please also complete the following to ensure that your payment is accurately applied:

- Write the amount paid in the **Amount Enclosed** box on the payment coupon.
- Make check or money order payable to **Kaiser Foundation Health Plan, Inc.**
- Write your **Account Number** on the check or money order.



- Enclose check or money order and payment coupon in the envelope provided.
- Add postage.
- **Call** — You may call us at [1-866-475-3920](tel:1-866-475-3920) (English) or [1-866-767-0020](tel:1-866-767-0020) (Spanish) to pay by phone.

If you do not receive an invoice, please contact Kaiser Permanente at the numbers below.

Customer Service Questions:

Call our Member Service Contact Center at 866-475-3925 (English) or 866-767-9993 (Spanish), from 8 a.m. to 5 p.m. Monday through Friday.
TTY: 711

Billing Questions:

Call us at 866-475-3925 (English)
866-767-9993 (Spanish)

UnitedHealthcare

**All Savers Insurance Company, a UnitedHealthcare Company
UnitedHealthcare of the Mid-Atlantic, Inc.**

After completing your enrollment in All Savers Insurance Company or UnitedHealthcare of the Mid-Atlantic through Maryland Health Connection, you will receive a bill from us in the mail approximately 7 to 10 business days after Maryland Health Connection sends your enrollment information.

For your coverage to take effect, you must make your first month's payment to us by the due date on the bill.

You may pay by mail, online at uhcexchangebilling.com or by phone at [877-855-7435](tel:877-855-7435). Please submit your payment as soon as possible so that we can send you a member ID card and other enrollment materials.

After your enrollment is complete, you will be able to access the member portal at myuhc.com. This website contains individualized information about your providers, claims and benefits, and also has several useful tools and resources to help you manage your health.

If you have questions about your bill or benefits, please call Member Services at [1-877-855-7435](tel:1-877-855-7435).